



DTI DHR ServiceNow Instructions to

Register a Worker for IT Products and Services

1. Log into ServiceNow

Type this URL: <https://delaware.service-now.com> into your CHROME or EDGE browser.

Once completed, you will see on the right-hand side of the screen where you can input your user ID and password. Your screen should look similar to the one below:

State of Delaware

Sign in with your organizational account

Sign in

2. On the left Nav filter search type – “DHR” within the filter navigator



3. From the selections presented, choose “Register New Worker in Service..”





4. Your screen should look like this:

USER New record [HR view] Subn

Register and Request an Email Account

* Type FTE/CS Active ☒

* Start Date 08/14/2020 Employee number

* Manager

* First name Middle name Name

* Last name Suffix User ID

Alternate Name Email

Organization* Phone Numbers

* Job Title Title

* Department

DDS

Agency

5. Complete the following fields with asterisks and the middle name:

ServiceNow Registration

Registration and Request an Email Account

* Type FTE/CS Employee Number

* Start Date 09/23/2020

* Manager

User & Organization Information

* First Name * Job Title

Middle Name * Department

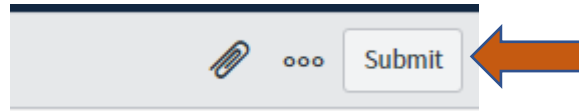
* Last Name * Model Network Account After

Suffix

Alternate Name



6. Once the data fields have been completed, please hit the "Submit" button at the top right of the screen.



7. Once the Submit button has been clicked, one email is sent and two tasks are allocated. The email goes to the Manager that was selected above in data fields as an alert the new employee record has been created. The two tasks: one task is sent to the Enterprise Desktop LAN team to create the active directory account, and the other task is sent to the Human Resources department for the addition of the EmplID when allocated by PHRST.
8. DHR has a dashboard that gives the HR team the status information needed on the new requested employees' tasks. To reach the DHR dashboard, please refer to the DHR Dashboard procedures.
9. This concludes the data entry for a new worker in ServiceNow.